

Draft Memorandum for the Record Access Advisory Committee to the Massachusetts Bay Transportation Authority (AACT) Membership Minutes

Wednesday, April 25, 2018, Meeting

1:00 PM–3:00 PM, State Transportation Building, Suite 2150,
10 Park Plaza, Boston

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Board of Directors

Chair—James F. White

Vice Chair—Lisa Weber

Executive Board

James Tozza

Nadine Jones

Mary Ann Murray

Beverly Ann Rock

Reading of the Agenda

Welcome and Introductions

Attendees

Lisa Weber

Debbie Weathers

Jim Tozza
David Vieira
Jennifer Workman
Dee Whittlesey
Thomas Gilbert
Christine Daniels
Ronda Tepfer
Reggie Clark
Carol Joyce-Harrington
Mike Hulak
Rob Sampson
Sgt. Benjamin Carrasco
Lisa Darlington
Victor Herrera
Kevin MacDonald
David Scorey
Elizabeth Hickey
Ray Croteau

Keolis Commuter Services (KCS)—ADA Accessible Improvements

David Scorey, KCS General Manger, shared the following updates.

- Work is being done on bridge plates, to improve both design and availability.

- KCS and the Massachusetts Bay Transportation Authority (MBTA) have worked on improved wayfinding and signage. He cited North Station as an example, adding that additional work is needed.
- KCS is looking at better ways of communicating with its trains from a control center, which will allow them to improve announcements about service interruptions and suggest alternative modes of travel.
- KCS has started to install improved digital signage at stations. New sign design will provide improved readability for partially sighted individuals and incorporate audio.
- Ticket checking prior to boarding will expand to South Station in the near future. He acknowledged that this is a contentious issue. One benefit of having ticket checkers at stations is that there are more people who can assist passengers. Ticket checkers have received American with Disabilities Act (ADA) training, and KCS expects them to offer assistance on a proactive basis.
- The awareness and attitude of conductors is key to creating an inclusive environment. After the summer of 2018, KCS will launch a dedicated ADA and customer service training program for on-train staff. It will be the first program for the Commuter Rail network that goes beyond basic compliance in more than 10 years.

D. Scorey then opened the floor to questions and discussion.

Vice Chair Weber asked how community members can inform KCS of what should be included in the training program. *D. Scorey* stated that Elizabeth Hickey will take feedback.

R. Clark stated that the platforms at North Station are dangerous for persons with visual impairments because of their length and lack of safety railing. This is especially concerning when the platforms are crowded. *D. Scorey* stated that railing on the edges of the platforms would cause issues with boarding, as the trains would need to align with gaps in the railing. He suggested that railings in the center of the platform could act as a guide.

D. Vieira stated that although track numbers are posted above platforms at South Station, they can be difficult to read. He suggested displaying the track numbers on the digital signage at each track. *D. Scorey* stated KCS will consider this.

Lisa Weber—Chair's Report

Accessible Transportation Committee

Work on the new community engagement group, named the Accessible Transportation Committee (ATC), is nearing completion. Its bylaws and Memorandum of Understanding (MOU) are being finalized, with the goal of launching the group in July. When ATC's MOU goes into effect, the Massachusetts Bay Transportation Authority (MBTA) will dissolve AACT's MOU. All current AACT members will be automatically invited to become a

member of ATC; there will be an additional form to submit, which will be provided to members.

ATC's Executive Board will consist of five individuals and six representatives of organizations. There will be one representative from a selected organization as chair and one individual will serve as co-chair. The initial Executive Board will consist only of organizations, and will be selected by the Community Engagement Committee in consultation with the MBTA and Judge King. These individuals will be selected following the first ATC meeting. Every general member will be able to nominate individuals for the Executive Board; if the person accepts, she or he will submit a letter of intent and resumé to the Executive Board. The Executive Board will vote on the nominees following a public comment period; the MBTA will voice its opinion, though it will not have control of the vote. Individuals will serve a term of two years.

ATC will address both THE RIDE and fixed route service. At the beginning of each year, ATC will formulate a work plan to guide its efforts and increase accountability. ATC will not meet on a monthly basis, but work in subcommittees will allow for consistent involvement. Meetings will be held in locations other than the State Transportation Building (STB), although the group could potentially meet at the STB as well. Public comments at ATC meetings will have a format similar to the Fiscal and Management Control Board; people will be given two minutes to speak, and they may not receive an immediate response.

ATC group will allow the MBTA to receive more input from a more diverse group of individuals. In addition to the ATC general membership, the organizations on the Executive Board will represent their constituents. ATC is the result of joint conversations with the MBTA and various stakeholder groups, including AACT. The new MOU is stronger and more detailed, providing more responsibilities and updated information on communicating with the MBTA.

MBTA and Vendor Reports

1. Office for Transportation Access (OTA)—THE RIDE Program

Mike Hulak, Manager of Paratransit Contract Operations, submitted the OTA report and provided the following updates.

- Customers interested in the Uber/Lyft pilot should visit www.mbta.com/accessibility/the-ride/on-demand-pilot.
- Checks and money orders for THE RIDE should be sent to MBTA THE RIDE, PO Box 847091, Boston, MA 02284-7091. Customers should ensure they include their RIDE number.

M. Hulak opened the floor to questions and discussion.

J. Tozza noted a lack of Uber wheelchair accessible vans (WAVs) and that Uber and Lyft drivers refuse to pick up passengers with service animals. This means that some passengers will be unable to use the Uber/Lyft Pilot Program.

M. Hulak stated that the Uber/Lyft Pilot Program was never

intended to replace RIDE service. *T. McHenry* said that the MBTA is working with Uber to increase the number of WAVs, noting that their combined efforts have already increased the number WAVs. Regarding service animals, he noted that the drivers are contractors; they are not technically employees of Uber and Lyft. However, they are mandated by law to accommodate passengers with service animals. The MBTA monitors this issue closely and has had recent discussions on this topic.

Vice Chair Weber asked how customers should provide feedback about the Uber/Lyft Pilot Program. *T. McHenry* stated that operational concerns should be sent to Uber or Lyft. General questions and concerns should be sent to ridepilots@mbta.com.

R. Tepfer asked if the Uber/Lyft pilot will continue beyond July 1, 2018. *M. Hulak* stated that at this time he can only share the July 1 date.

A consumer stated that reservationists have been arguing with customers. *M. Hulak* apologized and stated they are working closely with Global Contact Services on this issue.

2. Transit Police Department

Sgt. Benjamin Carrasco, Community Outreach, reported the following information.

- At the previous AACT meeting, members asked if cameras on MBTA buses could be used to photograph the license

plates of cars illegally parked in bus stops. Sgt. Carrasco investigated this issue. The bus cameras are not designed to be used in this manner, and there are no plans to begin this practice.

Sgt. Carrasco then opened the floor to questions and discussion.

Vice Chair Weber asked if MBTA customers can use the See Say app to report cars parked in bus stops. *Sgt. Carrasco* stated that they can, and Transit Police will dispatch an officer to the location.

T. Gilbert asked if the use of bus cameras could be discussed in the future, noting the importance of cars not parking in bus stops. *R. Clark* expressed similar concerns. *Sgt. Carrasco* stated he will speak with the MBTA officials. He added that Transit Police write many tickets for illegal parking and idling in bus stops.

D. Vieira asked if local police also write tickets for cars parked in bus stops. *Sgt. Carrasco* stated they do, adding that he will investigate statistics regarding this.

T. Gilbert noted that bus drivers continue to park unattended buses in the bus stops at University Avenue in Cambridge, preventing active buses from parking there. He stated that a layover area is needed. *Sgt. Carrasco* replied that he will investigate the issue.

3. System-wide Accessibility (SWA)

Department/Fixed Route Services

Rob Sampson, Manager for SWA, provided updates on the following points.

- MBTA buses are not permitted to be left unattended at University Avenue. The local bus superintendent has posted advisories instructing drivers to not layover in that area.
- MBTA buses currently make priority-seating announcements. The MBTA recently purchased newly designed priority-seating signs. He added that bus drivers are required to ask patrons to relocate if someone needs priority seating, but they cannot force them to move.
- The Central Square elevator from the street to the inbound platform is under construction, as is the Harvard Square elevator located near the newsstand. If customers require service from street level to the subway at Central Square, customers should use the call box and a shuttle bus will be dispatched. At Harvard Square, customers can use the outbound elevator and travel to Harvard Square before returning inbound. Harvard Square has a redundant elevator.

4. Keolis Commuter Services

Elizabeth Hickey, Manager, Diversity, Inclusion, and Title IV, shared the following information.

- New schedules will be released for Spring/Summer. Paper copies will be distributed at North Station, South Station, Back Bay, and Ruggles. The schedules also can be found online.
- Haverhill Line has resumed normal service.
- Tile replacement will begin on the Worcester Line at the end of May 2018. Busing will occur on weekends. There will likely be special bus service to and from Yawkey to accommodate passengers traveling to Fenway Park.
- There will be busing on Saturday on the Haverhill Line.
- Beginning on May 27, 2018, there will be tie replacement on the Franklin Line. Busing will occur on weekends.
- There will be mid-day busing on the Stoughton Line on Mondays, Tuesdays, and Wednesdays. This will affect two inbound and two outbound trains.
- E. Hickey contacted the safety department regarding accessibility at Talbot Avenue Station. She was informed that gates and fences are present because the tracks cannot be left open due to safety concerns. She will investigate the station with the safety department to determine if there can be more accessible areas.

5. Greater Lynn Senior Services (GLSS)

Lisa Darlington, Director of Transportation, distributed her report and announced the next Passenger Assistance Training

(PAT) class would be on Friday, May 4, 2018. The next new hire class will be on Monday, April 30, 2018.

L. Darlington opened the floor for questions and discussion.

D. Vieira asked if Steve Epps is still with GLSS. *L. Darlington* stated that he has retired. She added that customers can contact her if they have any questions.

6. The RIDE Access Center (TRAC)

Ray Croteau, General Manager, Global Contact Services, submitted his report and asked for questions.

D. Weathers stated she has not received responses to her complaints. *M. Hulak* stated they have been working through a backlog. The responses have been submitted to OTA, and customers should receive them shortly. He noted that complaints require investigation and acknowledged that staff constraints have prevented timely responses. *R. Croteau* stated he will speak with Ms. Weathers.

7. National Express Transit (NEXT)

Victor Herrera, General Manager, submitted his report and announced a PAT class on Wednesday, May 2, 2018. He then asked for questions.

J. Smith Workman stated that many drivers continue to disobey the no fragrance policy. *V. Herrera* stated that this will be stressed during the next PAT class. He added that customers should file complaints when this occurs.

8. Veterans Transportation (VT)

Kevin MacDonald, Project Manager, submitted his report and announced a PAT class on Tuesday, May 29, 2018. He then asked for questions.

T. Gilbert asked if VT has received any Ford Fusions. **K. MacDonald** stated there are no new Fusions, but they received some several years ago.

Announcements

There were none.

Old Business/New Business/Open Discussion

D. Weathers commended a bus driver who asked customers to move out of priority seating.

D. Vieira noted this was the second AACT meeting that ended early.

Meeting adjourned at 2:40 PM.

Notables

Comments and questions concerning AACT should be directed to Chair James White by contacting the AACT Coordinator, Ms. Janie Guion, at 857.702.3658 (voice); 617.570.9193 (TTY); AACT@ctps.org (email); or c/o CTPS, 10 Park Plaza, Suite 2150, Boston, MA 02116 (US mail).

The MBTA has advised AACT that Interpreter Services will be canceled the Friday before each Wednesday monthly meeting unless otherwise notified. To ensure **interpreter services** are scheduled, please contact the **AACT Coordinator, Janie Guion**, by close of business on the Friday prior to the Wednesday meeting at AACT@ctps.org or leave a voice message at 857-702-3658.

Upon request every effort will be made to provide accommodations such as assistive listening devices, materials in accessible formats and in languages other than English, and interpreters in American Sign Language and other languages.

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age, or disability) must be filed no later than 180 calendar days after the date the person believes the discrimination occurred. Complaints filed under Massachusetts General Law (based on race, color, religious creed, national origin, sex, sexual orientation, disability, or ancestry) or Governor's Executive Order 526, section 4 (based on race, color, age, gender, ethnicity, sexual orientation, gender identity or expression, religion, creed, ancestry, national origin, disability, veteran's status [including Vietnam-era veterans], or background) must be filed no later than 300 calendar days after the date the person believes the discrimination occurred. A complaint form and additional information can be obtained by contacting the MPO (see above) or at www.bostonmpo.org.